

Accessing Care & Providers

How do I Get an Appointment?

Eligibility

- Determined by Service/Reserve Component
 - Recorded in Defense Enrollment Eligibility Reporting System (DEERS)
 - DEERS is the **key** to unlock all TRICARE benefits
- Register or update information in DEERS
 - Reserve Component member
 - Family members
- Verify eligibility through Guard-Reserve Portal
<https://www.dmdc.osd.mil/Guard-ReservePortal>

Medical Care For Service Members

- Access to care
- Emergency Care **911**
 - (Prime, Direct Care) Military treatment facility (MTF), when available (catchment area)
Contact MTF's Appointment Section
 - Prime, TPR, Direct Care, TRS, TRICARE network or TRICARE authorized provider if MTF is not available (Non-catchment area). Call Humana Military at 1-877-298-3408 for assistance.

Dental Care For the Service Member

- Reserve Dental Program
- Early eligibility, Direct care, Prime, TPR and TRS
- Resides less than 50 miles from a DTF contact that DTF.
- Resides more than 50 miles from a DTF contact UCCI prior to visiting the dentist for an authorization 1-866-984-2337
- Paperwork sent from unit to UCCI during eligibility period (Starts Ball Rolling).

Family Member Health Care Options ~~and How to Make Appointments~~

- Access to care
 - Prime: Military treatment facility (MTF) when available
 - Call MTF Appointment Services
 - Prime, TPRADFM, Standard, Extra, TRS. TRICARE network or TRICARE authorized provider if MTF is not available.
Call Humana Military at 1-877-298-3408
 - Dental

Types of Providers

Two types of TRICARE authorized providers:
Network and Non-network.

- Network Providers
 - Agree to file claims and handle other paperwork for TRICARE beneficiaries.
 - Have a signed agreement with Humana Military to provide care.

Types of Providers (cont.)

Non-network Providers

- Do not have a contractual relationship with Humana Military.
- *There are two types of non-network providers: Participating and Nonparticipating.

Types of Providers (cont.)

- Participating: Have agreed to file claims for TRICARE beneficiaries, to accept payment directly from TRICARE, and to accept the TRICARE allowable charge as payment in full for their services.
- Nonparticipating: Have not agreed to accept the TRICARE allowable charge or file claims for TRICARE beneficiaries.

Types of Providers (cont.)

- Nonparticipating: Have the legal right to charge beneficiaries up to 15% above the TRICARE allowable charge for services.

Find a Provider (cont.)

- Care can be provided by any TRICARE-authorized provider (unless Prime enrolled).
- To find an authorized provider:
 - Locate a provider by contracting regional contractor, phone book, or at: www.tricare.mil/providerdirectory
 - Ask the provider “Do you accept TRICARE?”
 - If the answer is no, invite provider to become a TRICARE-authorized provider by contacting regional contractor
- If the selected provider is in the TRICARE network you have less out-of-pocket expense
- Each regional contractor offers a Behavioral Health Locator Service

Find a Network Provider in the TRICARE South Region

- Humana Military Web Site:

<http://www.humana-military.com/south/bene/tools-resources/BeneSiteProvLoc.asp>

- Humana Military 24/7 Provider Locator 800-444-5445
- Humana Military Star Force 877-298-3408
- ValueOptions Behavioral Health Provider Assistance 1-800-700-8646

In Conclusion...

Questions?
Comments or feedback?